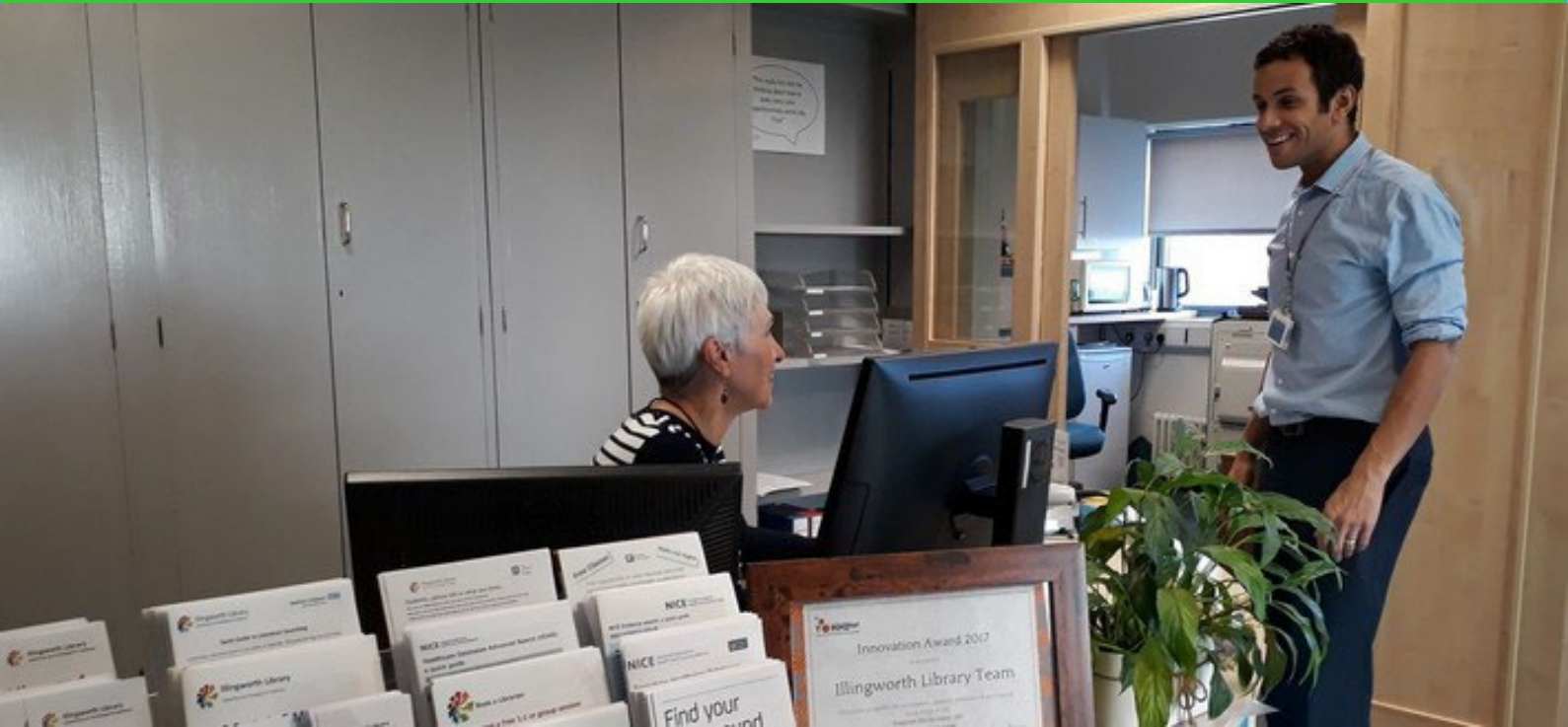




Sheffield Children's **NHS**  
NHS Foundation Trust

# Illingworth Library



## Annual Report and Accounts 2021/22



- Outstanding patient care
- Brilliant place to work
- Leader in children's health



Illingworth Library  
Annual Report and Accounts  
2021/2022



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## Introduction & Reflection

### **Vision:**

Our vision is of a centre of excellence for knowledge and information, making a business-critical contribution to patient-focused, high quality evidence-based healthcare. Helping to foster a culture of learning and development for people at all levels in the organisation, supporting research and innovation.

During the first year of the pandemic, the library was used as a Covid-conversation free space. After the last restrictions in March 2021, normal library services resumed continuing with a hybrid service offered virtually and face to face. Over the year as trust colleagues returned to work, the library saw a marked increase in the use of the computers and tables for study and work. The number of enquiries has been steadily rising.

In October Gill Kaye retired from her post as Assistant Librarian. Gill had worked in the library for 17 years supporting colleagues from SC Foundation Trust and the University of Sheffield. Some of her many achievements are listed below. Her successor to the post is Jessica Waite, formerly of Barnsley Hospital Library. The library will be using the opportunity presented by this change of personnel to reflect on services, evaluate processes and explore new ways of working.

The library collects data for Health Education England on the impact of library services. From the replies received last year there are some interesting results to note. The most used service is Current Awareness. 15% of people who answered used information from the library for guidelines, 14% for patient information and advising parents, 12% for research and 11% for sharing with colleagues. A marked effect on patient care can be seen in the figures: 33% said information led to a change in the choice of tests/treatment, 8% avoided unnecessary hospital admissions and 8% avoided patient mortality. The effect on trust services showed 25% said risk was reduced and safety improved, 20% said quality of patient care was improved and 9% said they saved money. Although based on replies from those who replied, if scaled up to those for whom a service was performed, library services have an important impact on trust services and people.

An injection of funds at the end of the year enabled the library to buy an annual subscription to some evidence-based resources. Dynamed and Clinical Key are point of care tools with topic reports to assist clinicians in their decision making. The number of full text journal articles which people can access has increased through the purchase of Medline Complete, CINAHL complete and Clinical Key. A subscription to Libkey has enabled quick access to these journals.

Five years ago the trust subscribed to Clinicalskillnet on the recommendation of Sarah Massey. This resource has been used as a platform hosting some of the Trust's mandatory clinical courses. During this time there have been 13239 SCH course passes and 1257 CSN course passes. The use of this resource has increased compliance mandatory targets.

The last four months of the year were challenging as one member of the library team went off on long term sick leave, the same day a new member started. Challenges remain to find investment in library people, increase clerical support and reduce the vulnerabilities such as a small team presents.

# The Year in Highlights

## Gill Retirement



Gill Kaye, Assistant Librarian retired in 2021 after 17 years in the library. Her many achievements include: implementation of the library's management system, a clinical librarian service for surgery, launch of our e-prompt current awareness service, initiating our Social Media presence and creating our Blog, as well as supporting Rheumatology as a microsystems coach, Mendeley training and the introduction of the Randomised Coffee trials which have become part of Trust culture and for which she won a regional Engagement Award. Jessica Waite has joined the team as Gill's replacement.

## Rapid Review Guidelines Group



For more than 6 years the library has encouraged people to use the latest evidence when writing & reviewing guidelines. Sarah Massey, Knowledge & Library Services Manager is a key member of the recently formed Rapid Review Guidelines group. Her role on the group is to read guidelines prior to approval to check that they are based on the most recent evidence available. In the latest Policy for Managing Clinical Guidelines and Protocols, she has authored the evidence checking process for authors and the library offer of an evidence searching service.

## Knowledge Mobilisation Strategy

This strategy is part of the People Plan and was introduced to Clinical Executive Board in November 2021. Written to provide direction on how people can co-ordinate, harness and share the body of knowledge within the Trust, a pilot of the HEE knowledge mobilisation self-assessment tool was run with the Transformation team. The next stage is to identify Care Group representatives to join a working group to take the strategy forward.

## ClinicalSkills.net (CSN)

In 2017 the library suggested the trust use CSN for mandatory and other training courses. The library administered this resource from 2017 and finally handed responsibility to Education, Learning & Development in February 2022. During this time there have been **13239** SCH course passes and **1257** CSN course passes.



## Reading Group



Reading group remained virtual throughout the year, but attendance remained high. A wide selection of books was chosen, and some great discussions held. The group expanded to include 2 babies born during the year! American Dirt received the highest score of the year.

# The Year in Highlights

## The Library Bulletin

When we asked trust colleagues “tell us what you think of the bulletin” **54.5%** said “I like it”. **45.5%** said “I love it”. When we asked if the bulletin has influenced your work, only 22.7% said no and **77.3%** said yes it had. This feedback demonstrates the positive effect that the library’s current awareness service and in particular the bulletin has on trust colleagues.



## Knowledge & Library Hub

In October 2021, HEE launched a new National Discovery Service, called the NHS Knowledge and Library Hub. This resource gives quick and easy access to health and care evidence to support clinical practice, service improvement, research and professional development. The library has been training people how to make the best use of this resource.



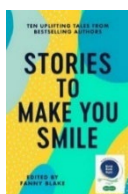
## Randomised Coffee Trials



Coffee RCT @ SCH - virtually or socially distant

3 Randomised Coffee trials have been held this year either face to face (socially distanced), or virtually. Numbers of participants rose throughout the year. More are planned for 2022/3.

## World Book Night



World Book Night, on 23 April 2021, was the annual celebration of books and reading that brings people from all backgrounds together for one reason – to inspire others to read more. The library gave away over 80 copies of the book *Stories to Make You Smile*, the majority to support workers in the Trust who do not often get the chance to use the library.

## STAR Awards

Both Sarah Massey, Knowledge & Library Services Manager and Kate Nettleship, Senior Library Assistant were nominated for a STAR award in the Best Support Service category.



## Cashless payments



The free Square card machine which the library obtained last year is now able to accept all forms of payment for library charges. This has made credit card payments by phone possible, and the library took over £500 this year from book sales, photocopying, printing and fine payments.

## Covid-19 Pandemic information resource

The weekly, spreadsheet of articles about Covid which the medical director had asked for up until March 2022 as now be incorporated into Monthly Articles of Interest spreadsheet circulated monthly on request.



# The year in numbers 2017/18 to 2021/22

<p><b>QIOF replaces LQAF</b></p> <p><b>LQAF compliance</b></p>	<p>A benchmark level was set at 5 x level1 and 1 x level2</p> <p>93% &gt; 93% &gt; 92% &gt; (no 2020 LQAF)</p>
<p><b>Library members</b></p>	<p>27.36% &gt; 28.71% &gt; 21.92% &gt; 23.55% &gt; 25.8%</p> <p>This increase may be due to people having to join to access some library services.</p>
<p><b>Headcount</b></p> <p><b>No. of people/hr</b></p>	<p>11767 &gt; 11572 &gt; 11877 &gt; 5793 &gt; 5626</p> <p>Similar number of people to last year in the library as the Trust asked people to continue working at home if possible.</p> <p>4.83 4.71 5.04 2.67 2.59 average = 3.96</p> <p>Numbers remain half what they were pre pandemic.</p>
<p><b>Book loans</b></p>	<p>5125 &gt; 5563 &gt; 3089 &gt; 1414 &gt; 2150</p> <p>Loans have seen a steady increase but this may be due to people keeping hold of the books if not working on site.</p>
<p><b>Enquiries</b></p>	<p>9474 &gt; 3979 &gt; 2354 &gt; 3578 &gt; 2401</p> <p>Though down on last year, higher than before the pandemic</p>
<p><b>Articles supplied to Library users</b></p> <p><b>Articles supplied to other libraries</b></p>	<p>840 &gt; 994 &gt; 487 &gt; 441 &gt; 512</p> <p>229 &gt; 206 &gt; 185 &gt; 168 &gt; 134</p>
<p><b>Mediated literature searches</b></p>	<p>170 &gt; 133 &gt; 142 &gt; 141 &gt; 98</p> <p>Numbers have dropped considerably as a result of a purely virtual service.</p>
<p>Clinicalskills.net</p>	<p>The library handed over all responsibility for Clinicalskillsnet to ELOD in April 2022.</p>
<p><b>Income generation</b></p>	<p>The library failed to meet income targets for income generation. This can be accounted for in reduction in photocopying, fines, book sale and refreshments as the library experienced less footfall due to the pandemic.</p>
<p><b>User education Sessions (people)</b></p>	<p>102 (127) &gt; 88 (113) &gt; 44(53) &gt; 36 (48) &gt; 41 (45)</p> <p>Still not back to pre-pandemic levels which will in part be down to lack of footfall and face to face training</p>

# Impact

The Illingworth Library is required to provide evidence for Health Education England on impact of library services.

**“Library and knowledge specialists demonstrate that their services make a positive impact on healthcare”**

(Outcome 6, LKS Quality and Improvement Outcomes Framework)

## IMPACT

The influence of libraries and their services on individuals and/or on society. The difference or change in an individual or group resulting from the contact with library services.  
(Impact Toolkit, Knowledge for Healthcare.)

Below are some examples of feedback from our users on the value and impact of library services.

Library Training was very helpful, I learned how to find more information related to my job

Just a huge thank you for getting these articles. They had exactly what I needed in them and will contribute to this piece of work

Best evidence available without huge investment of time

Literature Search by the Library enabled our project to move forward quickly as the library completed the relevant literature search which enabled us to do other project work

Literature Search by Library helped identify research into trainee retention in paediatrics

## Impact of Library Bulletin

Working from home the library bulletin is great for keeping in touch with events happening at SCH and to keep up to date with the latest topical articles

Update of good clinical practice/ help with revalidation

Regular source of very pertinent articles and reports which I would not otherwise have come across. Excellent

useful updates to share with people I manage.

I attended an open regional session about a topic relevant to my role. I would not have known about the session if it had not been in the bulletin

Always so helpful and the regular updates make me feel connected to my colleagues and research

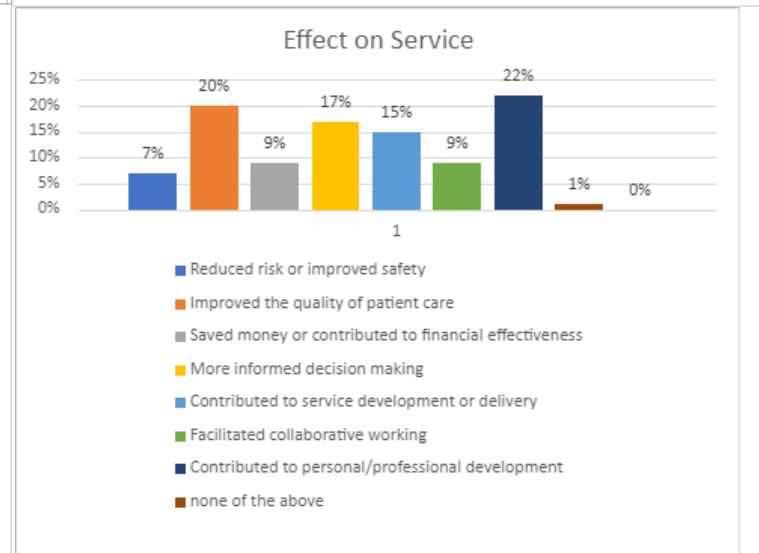
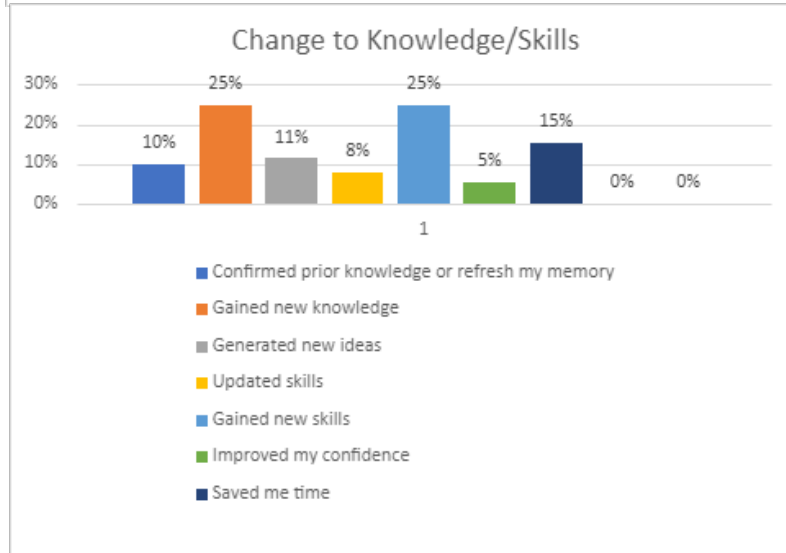
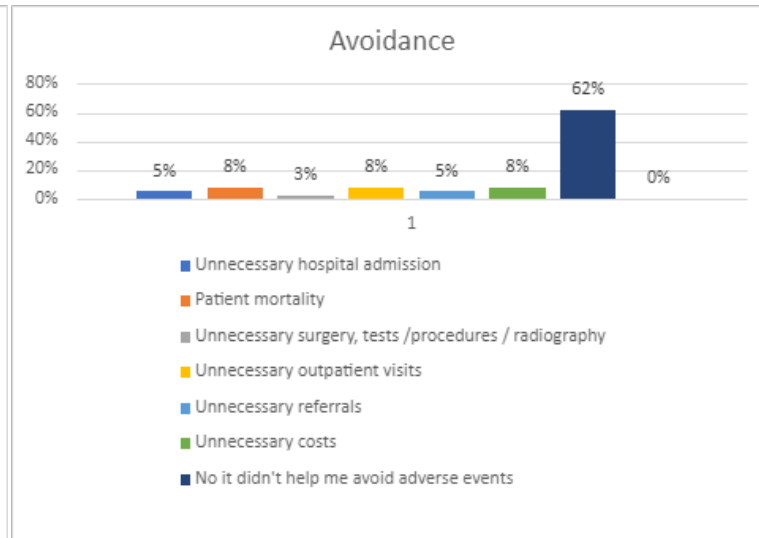
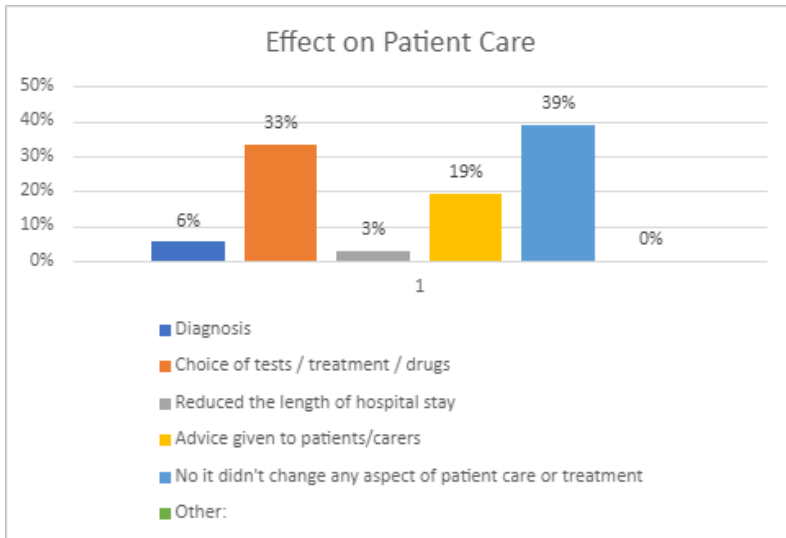
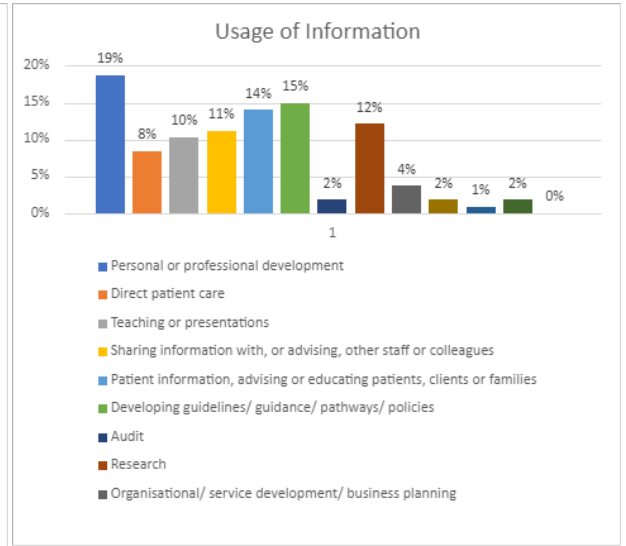
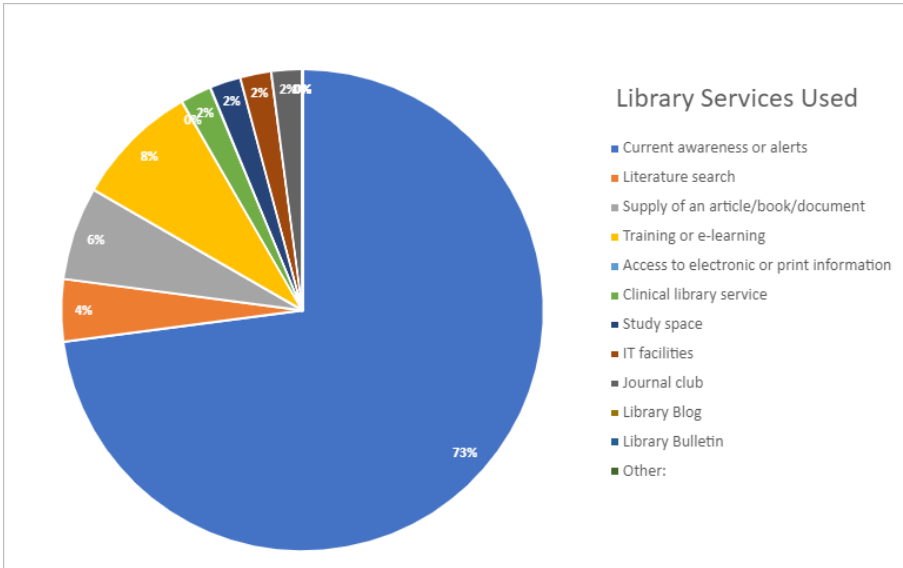
## Social Media

Platform	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Blog</b>	3 followers	3 followers	3 followers	3 followers	3 followers
Page views may include automatic searches and are not necessarily 'real' people	7077 views	10417 views	18102 views	10248Views	5732Views
	45 posts	47 posts	46 posts	50 posts	22 posts
<b>Facebook Page 'Likes'</b>	33 likes	34 likes	34 likes	42 likes	44 likes
<b>LinkedIn Connections</b>	94	119	126	126	127
<b>YouTube video views</b>	N/A	75	182	219	254
<b>Twitter followers</b>	327	347	380	392	403

(Figures are accumulative year on year)

# Impact Cont...

The following graphs show the responses to the feedback forms (based on the Knowledge for Healthcare Impact Questionnaire) sent to users of library services



**Our Vision**

A centre of excellence for knowledge and information, making a business-critical contribution to patient-focused, high quality evidence-based healthcare.

Helping to foster a culture of learning and development for people at all levels in the organisation, supporting research and innovation.

**Our Goals**

- Easy to access, customer focused services and resources
- Contributing to workforce development, health and wellbeing
- Engaging and working in partnership, expanding our role
- Building our team and investing in the library service
- Promoting and marketing our service

**How we deliver our services**

- Easier, quicker and convenient access to the right knowledge when and where it's needed
- Increased awareness and understanding of relevant resources, providing training in their effective use
- Greater engagement and sharing of knowledge and learning and its application to practice
- Developed people, resources and services for high-quality cost-effective services
- Continual promotion of the Library Service for a positive impact upon patient care.

## Quality Measures for 2021/22

Measure	Target	Achieved 2021/22
LQAF compliance to remain within green RAG rating (90%+)	92% or higher	N/A no LQAF this year
Increase ratio of SCH library members.	10% increase	Increased by 2.25%
Literature searches: % delivered within timescale agreed with customers.	100%	100%
Inter-library article requests: % satisfied within 10 working days or user notified.	100%	100%
Enquiries: 100% completed within 1 day	100%	100%
Training: % finding increased confidence scale	75%	100%
Access to Professional Librarian	80% of time	Suspended
Introduction to Critical Appraisal	Scheduled 4 times per year	Adapted to virtual, advertised 6 times per year

Quality measures for 2022/23 will report on the QIOF (LQAF replacement tool)

## Feedback

For feedback on this annual report or for further information about Illingworth Library & Knowledge Services, please contact.

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